

ABSTRACT OF THE DISCLOSURE**INFORMATION TECHNOLOGY SERVICE REQUEST LEVEL OF SERVICE
MONITOR**

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A method, system, and computer program product for monitoring service tickets for information technology (IT) service providers to ensure that levels of service regarding resolving problems identified by a customer are met is provided. In one embodiment, a monitoring server inspects a service ticket in a database to determine a deadline for when a problem associated with the service ticket must be resolved. The server then determines a deadline approaching alert time. This deadline approaching alert time is a time at which a help desk user must be notified that the deadline for resolving the problem must be met is approaching. The server then alerts the help desk user that the deadline for resolving the problem is approaching when the deadline approaching alert time is reached. If the problem is not resolved by the deadline, the server periodically alerts the help desk user when times for status updates, which have been specified by a level of service agreement for updating the customer of the status of resolution of problems that have past deadline, are approaching, thereby ensuring that the IT provider meets its obligations to the customer.